

## **PRIVACY STATEMENT ON THE PROTECTION OF PERSONAL DATA**

### **ETNA, the CRCO portal for national administrations**

EUROCONTROL protects your personal data in accordance with the [EUROCONTROL Regulation on Personal Data Protection](#) adopted by its Member States and published in 2008, and its [Implementing Rules](#) which were published in 2017.

#### **1. What is ETNA? Why do we collect, store and process your data?**

EUROCONTROL, through the CRCO, has the responsibility to operate the EUROCONTROL Common Route Charges System on behalf of the EUROCONTROL Member States. EUROCONTROL bills and collects route charges in accordance with the Multilateral Agreement relating to Route Charges and undertakes similar tasks for terminal charges (Member States) and for air navigation charges (non-Member States) under bilateral agreements.

The charges billed are with respect to the air navigation services provided by the States and the Air Navigation Service Providers (ANSPs) in their respective airspace.

The ETNA portal facilitates the exchanging of flight data with ANSPs and the national Route Charges Offices (RCOs); the provision of billing and financial reporting to States and ANSPs; as well as the submission of reporting tables and unit rates to EUROCONTROL and to the European Commission.

ETNA accounts are set up by the CRCO but administered by the designated State representative. Personal data is needed and collected for setting up the accounts through the acceptance of Terms and Conditions laid out by the CRCO for the use of the said service. Access to ETNA is given with a user ID and a password.

As a user of those services, your personal data is collected, stored and processed in order to allow the CRCO to create and manage the ETNA accounts pertaining to you.

#### **2. What personal data do we collect, store and process about you?**

The CRCO collects personal data to interact with *inter alia* States, ANSPs and the national RCOs for the establishment of charges, billing and accounting purposes, where such contact data are linked to the name of an individual person. The contact data may include the name of the individual person, as well as contact details such as address, email address, job title, telephone and mobile numbers.

#### **3. Who is your data disclosed to? Who has access to your data?**

The collected personal data is treated confidentially and used only by the authorised CRCO staff to the extent necessary to carry out their functions and shared as appropriate with States and ANSPs.

#### **4. How long is your data kept?**

Contact data are kept as long as the data subject's account is active, they are immediately deleted upon the receipt of a notification from the contact person or from his/her company.

**5. What are your rights under the EUROCONTROL Data Protection Regulation?**

You have the right to access, rectify, complete, update your personal data and, under certain conditions, have your personal data deleted through your usual contact in the CRCO or by writing to [etna.contacts@eurocontrol.int](mailto:etna.contacts@eurocontrol.int).

**6. What do we do to avoid misuse or unauthorised access to data concerning you?**

EUROCONTROL is committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, EUROCONTROL has put in place suitable physical, electronic and managerial procedures to safeguard and secure the information collected from you.

**7. What safeguards do we apply when we transfer your data to third parties?**

We will not, under any circumstances, share with or sell your personal information to any third party for marketing purposes, and you will not receive offers from other companies or organisations as a result of giving your details to us.

States and ANSPs have to ensure that the personal data to which they have access is treated confidentially and protected in accordance with the data protection laws applicable to them.

**8. Who can you contact if you have questions or want to make a complaint?**

For any queries related to your personal data please contact [etna.contacts@eurocontrol.int](mailto:etna.contacts@eurocontrol.int), which is the team responsible for the processing of the personal data concerning you.

Complaints can be addressed to EUROCONTROL's [Data Protection Officer](#).